

WHAT IS CLAIMED IS:

1. A method of routing a communication originally directed to an original destination to
5 a secondary destination, the original destination and the secondary destination each being one
of a voice communication phone number, a fax communication phone number, and an e-mail
address, the method comprising:

receiving and storing user profile information provided by a user, the user profile
information identifying the secondary destination, the user profile information including

10 routing information associating the original destination with the secondary destination;

converting a communication originally directed to the original destination to a format
compatible with the identified secondary destination; and

15 routing the converted communication to the secondary destination based on the user
profile information.

2. The method recited in claim 1, and further comprising transmitting via the Internet at
least one web page that provides a means for users to enter the user profile information.

3. The method recited in claim 1, wherein the user profile information is received via the
20 Internet.

4. The method recited in claim 1, wherein the secondary destination includes a pager
number.

25 5. The method recited in claim 1, wherein the converting step includes at least one of the
following steps:

synthesizing a voice communication;

performing optical character recognition on a fax communication;

performing voice recognition on a voice communication; and

30 performing a text-to-fax conversion on an e-mail communication.

6. The method recited in claim 1, wherein the user profile information includes a date range indicating a range of dates for which the user profile information is valid.

7. The method recited in claim 1, wherein the user profile information includes a time range indicating a range of times for which the user profile information is valid.

8. A method of routing communications from multiple input sources in multiple formats to multiple output destinations in multiple formats, the method comprising:

defining an incoming voice phone number, an incoming fax phone number, and an incoming e-mail address;

receiving and storing configuration information identifying an outgoing voice phone number, an outgoing fax phone number, and an outgoing e-mail address;

receiving and storing action information identifying a first action to be performed when a voice communication is directed to the incoming voice phone number, a second action to be performed when a fax communication is directed to the incoming fax phone number, and a third action to be performed when an e-mail communication is directed to the incoming e-mail address; and

performing the first action, second action and third action based on the stored action information and the stored configuration information.

9. The method recited in claim 8, wherein the first action is at least one of forwarding the voice communication to the outgoing voice phone number, converting the voice communication to a fax communication and forwarding the fax communication to the outgoing fax phone number, and converting the voice communication to an e-mail communication and forwarding the e-mail communication to the outgoing e-mail address.

10. The method recited in claim 8, wherein the second action is at least one of converting the fax communication to a voice communication and forwarding the voice communication to the outgoing voice phone number, forwarding the fax communication to the outgoing fax phone number, and converting the fax communication to an e-mail communication and forwarding the e-mail communication to the outgoing e-mail address.

11. The method recited in claim 8, wherein the third action is at least one of converting the e-mail communication to a voice communication and forwarding the voice communication to the outgoing voice phone number, converting the e-mail communication to a fax communication and forwarding the fax communication to the outgoing fax phone
5 number, and forwarding the e-mail communication to the outgoing e-mail address.

12. The method recited in claim 8, and further comprising transmitting via the Internet at least one web page that provides a means for users to enter the configuration information and the action information.
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13. The method recited in claim 8, wherein the configuration information and the action information is received via the Internet.

14. The method recited in claim 8, wherein the configuration information includes an outgoing pager number.
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15. The method recited in claim 8, and further comprising performing at least one of voice synthesis, optical character recognition, voice recognition, and text-to-fax conversion, on at least one of the voice communication, the fax communication, and the e-mail
20 communication.

16. The method recited in claim 8, and further comprising receiving and storing date range data indicating a range of dates during which the first action, second action, and third action are to be performed.
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17. The method recited in claim 8, and further comprising receiving and storing time range data indicating a range of times during which the first action, second action, and third action are to be performed.

18. A personal switchboard system controllable by a user to change contact information of the user on demand, the personal switchboard system comprising:

- 5 a storage unit configured to store original contact information associated with the user;
- a first receiver configured to receive secondary contact information from the user;
- a second receiver configured to receive configuration information from the user, the configuration information associating at least a portion of the original contact information with at least a portion of the secondary contact information;
- 10 an identifier configured to identify a first communication directed to a communication device identified in the original contact information;
- a converter configured to convert the first communication to a converted communication having a format compatible with a communication device identified in the secondary contact information; and
- 15 a router configured to route the converted communication to the communication device identified in the secondary contact information based on the configuration information.

19. The personal switchboard system recited in claim 18, wherein the original contact information and the secondary contact information each include a voice communication phone number, a fax communication phone number, and an e-mail address

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20. The personal switchboard system recited in claim 18, and further comprising a transmitter configured to transmit via the Internet at least one web page to permit the user to enter the secondary contact information and the configuration information.

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21. The personal switchboard system recited in claim 18, wherein the secondary contact information and the configuration information are received via the Internet.

30 22. The personal switchboard system recited in claim 19, wherein the secondary contact information includes a pager number.

23. The personal switchboard system recited in claim 18, wherein the converter comprises at least one of a voice synthesis system, an optical character recognition system, a voice recognition system and a text-to-fax conversion system.

5 24. The personal switchboard system recited in claim 18, wherein the configuration information includes a date range indicating a range of dates for which the configuration information is valid.

10 25. The personal switchboard system recited in claim 18, wherein the configuration information includes a time range indicating a range of times for which the configuration information is valid.